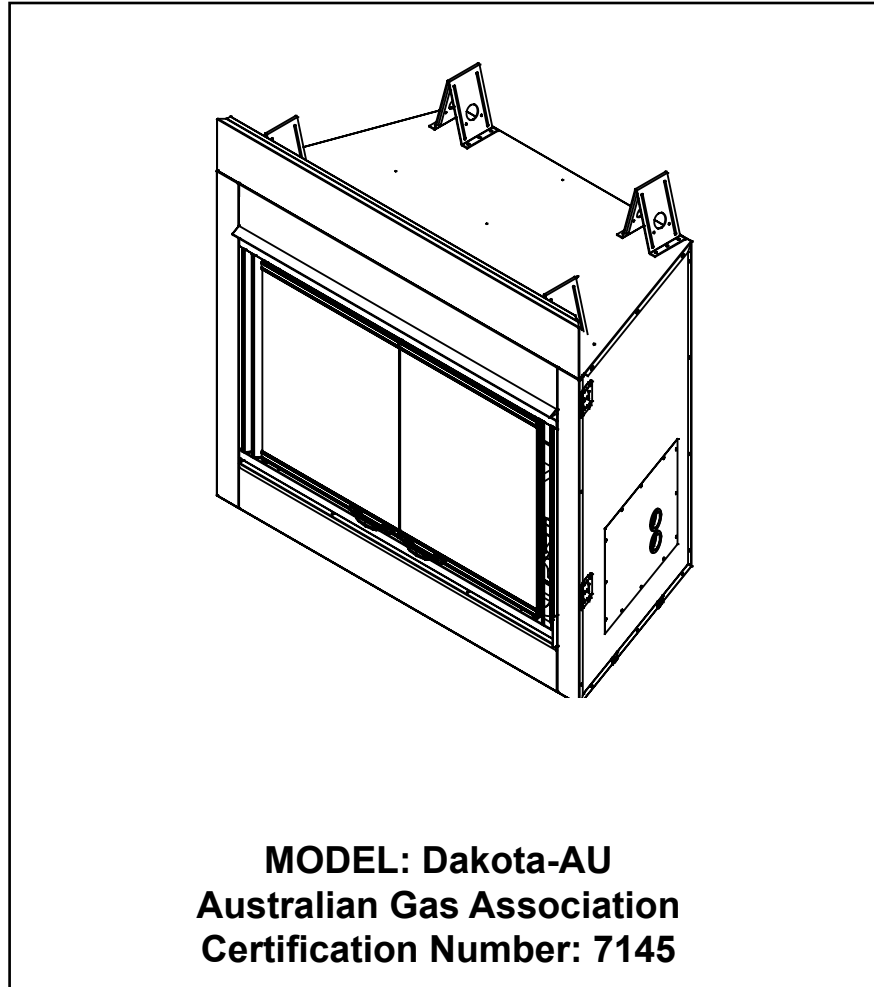


HEAT & GLO

LifeStyleCollection™

Installation & Operation Instructions



**This manual must be used for installation and retained
by Homeowner for operation and maintenance.**

This product may be covered by one or more of the following patents:
(United States) 4593510, 4686807, 4766876, 4793322, 4811534, 5000162, 5016609, 5076254, 5113843, 5191877, 5218953, 5263471, 5328356, 5341794, 5347983, 5429495, 5452708, 5542407, 5601073, 5613487, 5647340, 5688568, 5762062, 5775408, 5890485, 5931661, 5941237, 5947112, 5996575, 6006743, 6019099, 6048195, 6053165, 6145502, 6170481, 6237588, 6296474, 6374822, 6413079, 6439226, 6484712, 6543698, 6550687, 6601579, 6672860, 6688302B2, 6715724B2, 6729551, 6736133, 6748940, 6748942, 6769426, 6774802, 6796302, 6840261, 6848441, 6863064, 6866205, 6869278, 6875012, 6880275, 6908039, 6919884, D320652, D445174, D462436; (Canada) 1297749, 2195264, 2225408, 2313972; (Australia) 543790; 586383; 780250, 780403, 1418504; (Mexico) 97-0457; (New Zealand) 200265; or other U.S. and foreign patents pending.

**Read this manual before installing or operating this fireplace.
Please retain this owner's manual for future reference.**

Congratulations

Congratulations on selecting a Heat & Glo LifeStyle Collection gas fireplace—an elegant and clean alternative to wood burning fireplaces. The Heat & Glo LifeStyle Collection gas fireplace you have selected is designed to provide the utmost in safety, reliability, and efficiency.

As the owner of a new fireplace, you'll want to read and carefully follow all of the instructions contained in this owner's manual. Pay special attention to all cautions and warnings.

This owner's manual should be retained for future reference. We suggest you keep it with your other important documents and product manuals.

The information contained in this owner's manual, unless noted otherwise, applies to all models and gas control systems.

Your new Heat & Glo LifeStyle Collection gas fireplace will give you years of durable use and trouble-free enjoyment. Welcome to the Heat & Glo LifeStyle Collection family of fireplace products!

Homeowner Reference Information

We recommend that you record the following pertinent information about your fireplace:

Model Name: _____ Date purchased/installed: _____

Serial Number: _____ Location on fireplace: _____

Dealership purchased from: _____ Dealer phone: _____

Notes: _____

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Note: An arrow (➡) found in the text signifies change in content.

1 Listing and Code Approvals

A. Fireplace Certification

MODEL DAKOTA-AU IS AUSTRALIAN GAS ASSOCIATION APPROVED FOR NATURAL GAS OR PROPANE AS AN OUTDOOR FIREPLACE.

Refer to the appliance data plates for gas consumptions and pressures.

Installation and servicing of this appliance should only be carried out by an authorized person in accordance with the manufacturer's instructions. All relevant codes and regulations laid down by the gas fitting authorities, municipal building regulations, and the requirements of the National Gas Installation Standard AS5601 must be observed.

This appliance and its components are tested and safe when installed in accordance with this installation manual. Report to your dealer any parts damaged in shipment, specifically check glass condition. The gas logs are in separate packages. Read all instructions before starting installation and follow these instructions carefully during installation to ensure maximum benefit and safety. Failure to follow them will void your warranty and may present a fire hazard.

The Heat & Glo warranty will be voided by, and Heat & Glo disclaims any responsibility for the following actions:

- Installation of any damaged heater system component.
- Modification of the heater or installation other than as instructed by Heat & Glo.
- Improper positioning of the gas logs.
- Installation and/or use of any component part not manufactured or approved by Heat & Glo, notwithstanding any independent testing laboratory or other party approval of such component part or accessory.

2 Getting Started

A. Design and Installation Considerations

Before installation check that local distribution conditions, nature of gas and pressure, and adjustment of the fireplace are compatible.

This fireplace must be installed with the rules in force, and used only in a sufficiently ventilated space. Consult instructions before installation and use of this fireplace.

- Carefully remove the fireplace and components from the packaging.
- The gas logs are packaged separately and must be field installed.
- Report to your dealer any parts damaged in shipment, particularly the condition of the glass.
- Read all of the instructions before starting the installation. Follow these instructions carefully during the installation to ensure maximum safety and benefit.

3 Framing and Clearances

Note:

- Illustrations reflect typical installations and are FOR DESIGN PURPOSES ONLY.
- Illustrations/diagrams are not drawn to scale.
- Actual installation may vary due to individual design preference.

WARNING



Fire Risk

Provide adequate clearance:

- Around air openings.
- To combustibles.
- For service access.

Locate fireplace away from traffic areas.

A. Select Fireplace Location

When selecting a location for your fireplace it is important to consider the required clearances to walls (See Figure 3.1).

Note: For actual fireplace dimensions refer to Section 12.

Note: If this surface is inside the building's warm air envelope...

...then this surface must be an exterior wall system.

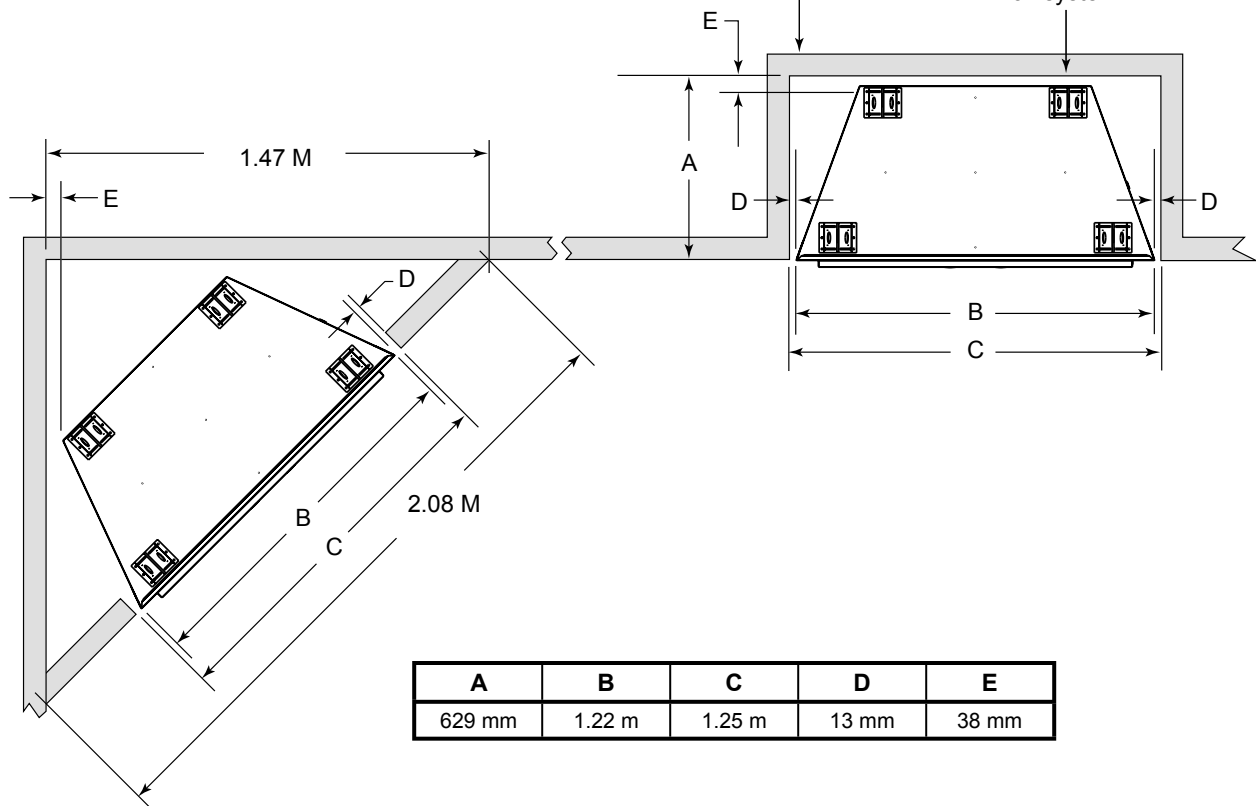


Figure 3.1 Fireplace Locations

This appliance shall be used in an above ground open-air situation with natural ventilation, without stagnant areas, where gas leakage and products of combustion are rapidly dispersed by wind and natural convection.

B. Clearances

- Appliance must be installed in amply insulated area.
- Area must have minimum of 25% of surface area open.
- Surface area = sum of walls surface.

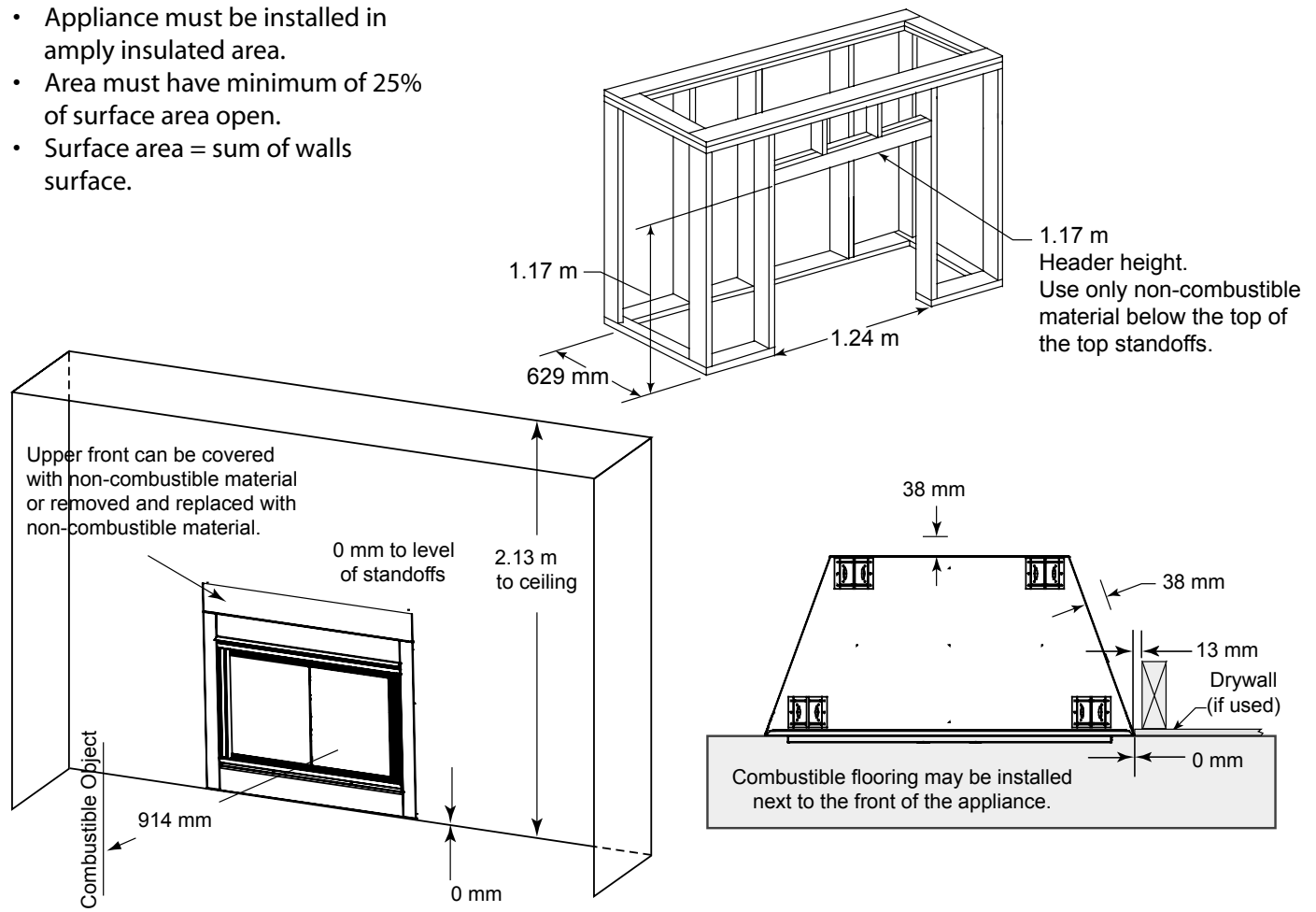
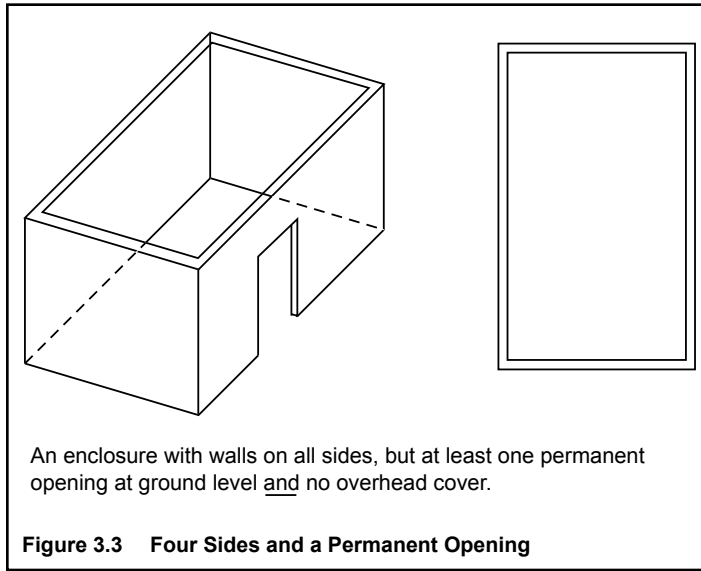


Figure 3.2 Framing Dimensions

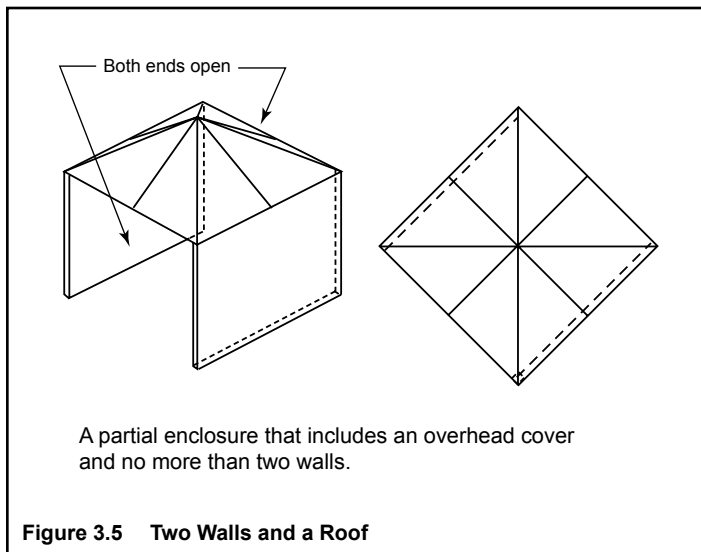
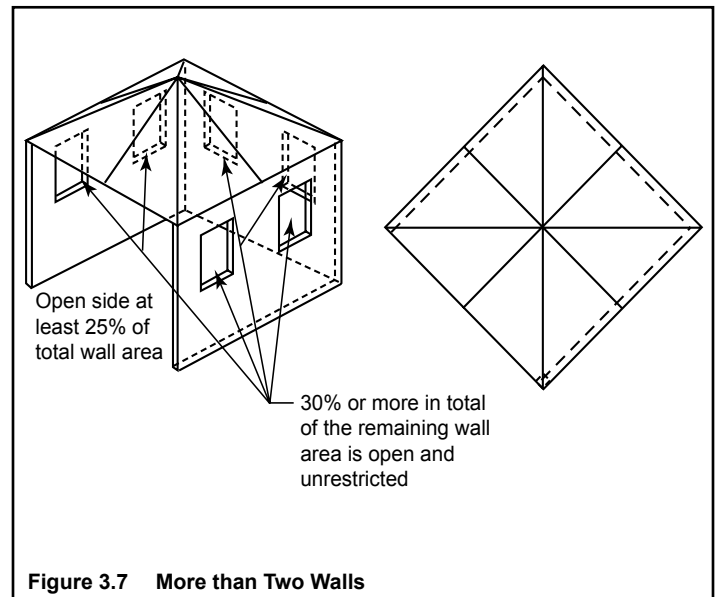
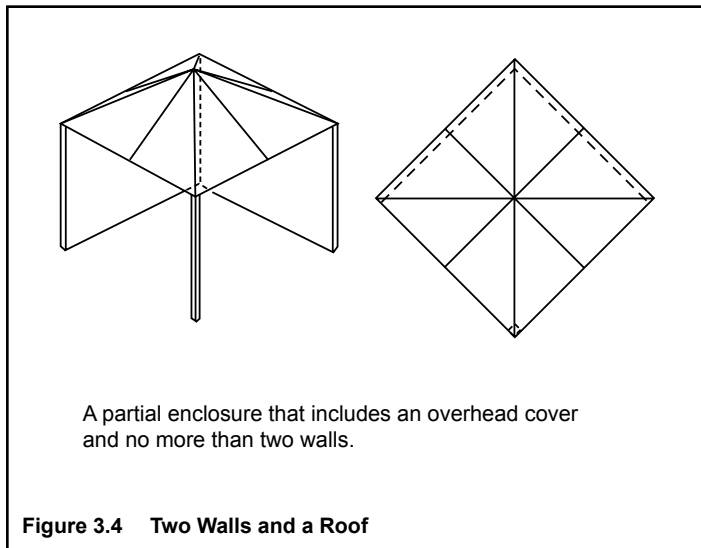
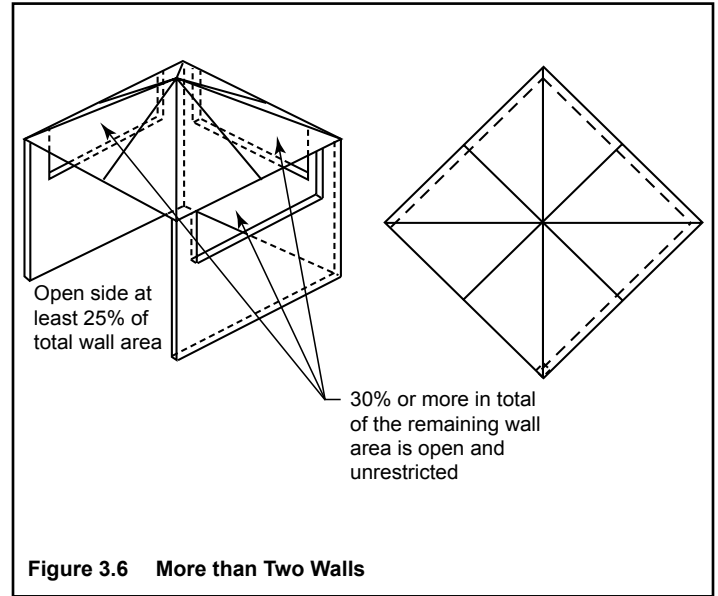
C. Outdoor Enclosure Options

Any enclosure in which the appliance is used shall comply with one of the following (Figures 3.3 - 3.7):





With an overhead cover and more than two walls, the following shall apply (Figures 3.6 - 3.7):

- At least 25% of the total wall area is completely open, and
- At least 30% of the remaining wall area is open and unrestricted.
- In the case of balconies, at least 20% of the total wall area shall be, and will remain, open.



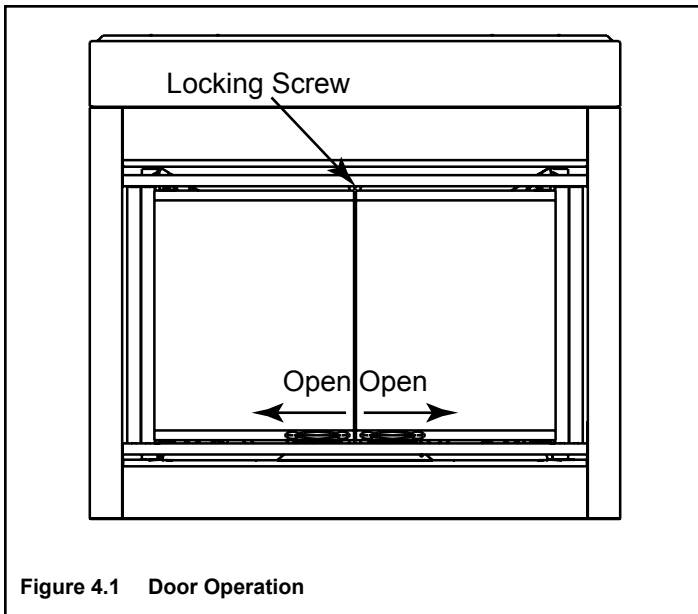
4 Fireplace Preparation

CAUTION	
	<p>Sharp Edges</p> <ul style="list-style-type: none">• Wear protective gloves and safety glasses during installation.
	

A. Remove Logs and Shipping Cover

Remove locking screw at the top of the doors (shown in Figure 4.1).



Open the doors by sliding the handles toward the outside edges of the doors as shown in Figure 4.1. Remove the cartons of logs from their shipping location in the fireplace. Set logs and door lock bracket screw aside for later reinstallation.



Save logs and locking screw, to complete installation.

CAUTION
Do NOT notch into the framing around the fireplace spacers.

B. Securing and Leveling Fireplace

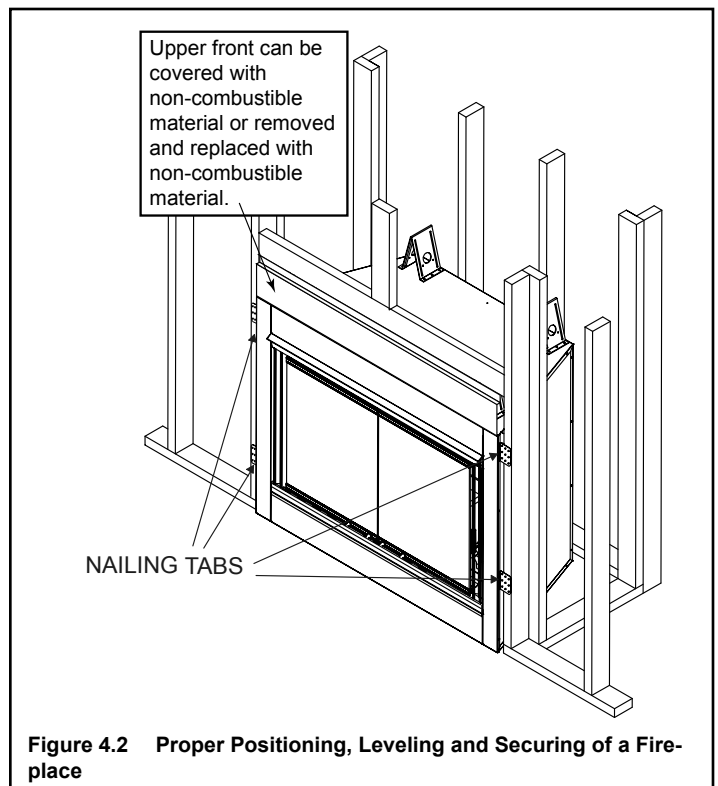
 WARNING	
	<p>Fire Risk</p> <ul style="list-style-type: none">• Prevent contact with sagging, loose insulation.• Do NOT install against vapor barriers or exposed insulation.

The diagram shows how to properly position, level, and secure the fireplace (see Figure 4.2). Nailing tabs are provided to secure the fireplace to the framing members.

- Place the fireplace into position on either a combustible or non-combustible continuous flat surface.

Note: The top standoffs may be removed before sliding fireplace into position only if using a non-combustible enclosure.

- Level the fireplace from side to side and front to back.
- Shim the fireplace as necessary.
- Bend out nailing tabs on each side.
- Keep nailing tabs flush with the framing.
- Secure the fireplace to the framing by using nails or screws through the nailing tabs.
- Place a bead of caulk along the front of the fireplace to prevent water running under the fireplace.



5 Gas Information

A. Gas Pressure Requirements



Pressure requirements for Heat & Glo gas fireplaces are shown in Table 5.1 below.

Two taps are provided on the outlet side of the gas control for a test gauge connection to measure the inlet and outlet pressures. These inlet and outlet pressure taps can be accessed through the internal valve access panels as shown in **Section 10: Maintaining and Servicing the Fireplace.**

The fireplace and its individual shut-off valve must be disconnected from the gas supply piping system during any pressure testing of the system at test pressures in excess of 60 mbar.

If the fireplace must be isolated from the gas supply piping system by closing an individual shut-off valve, it must be of the handle-less type.

⚠ WARNING

Fire Risk
Explosion Risk

High pressure will damage valve.

- Disconnect gas supply piping **BEFORE** pressure testing gas line at test pressures above 60 mbar.
- Close the manual shutoff valve **BEFORE** pressure testing gas line at test pressures equal to or less than 60 mbar.

Table 5.1

	Natural Gas	Propane
Supply Pressure	1.13 kPa	2.75 kPa
Outlet Pressure	.75 kPa	2.40 kPa
Burner Injector	DMS 25	DMS 44

B. Gas Connection




Note: Have the gas supply line installed in accordance with local building codes by a qualified installer approved and/or licensed as required by the locality.

Note: Before the first firing of the fireplace, the gas supply line should be purged of any trapped air.

Note: Consult local building regulations to properly size the gas supply line leading to the hook-up at the unit.

Note: Gas line **MUST** be run from right side of fireplace.

⚠ WARNING

CHECK FOR GAS LEAKS
Fire Risk
Explosion Risk
Asphyxiation Risk

- Check all fittings and connections.
- Do not use open flame.
- After the gas line installation is complete, all connections must be tightened and checked for leaks with a commercially available, non-corrosive leak check solution. Be sure to rinse off all leak check solution following testing.

Fittings and connections may have loosened during shipping and handling.

6 Electrical Information

A. Ignition System Wiring

- This fireplace is equipped with an electronic ignition system which operates on a 6 volt system.
- The batteries are located within the ignition module which is located within the external control box. A wiring diagram is shown in Figure 6.1.
- The battery pack requires four AA batteries (not included). See **Section 10.B.** for battery replacement.

B. Remote Control

- This fireplace is equipped with a remote control to operate the ignition system.
- 9 volt battery required.
- Follow operating instructions included with remote control.

CAUTION

Label all wires prior to disconnection when servicing controls. Wiring errors can cause improper and dangerous operation. Verify proper operation after servicing.

CAUTION

Battery polarity must be correct or module damage will occur.

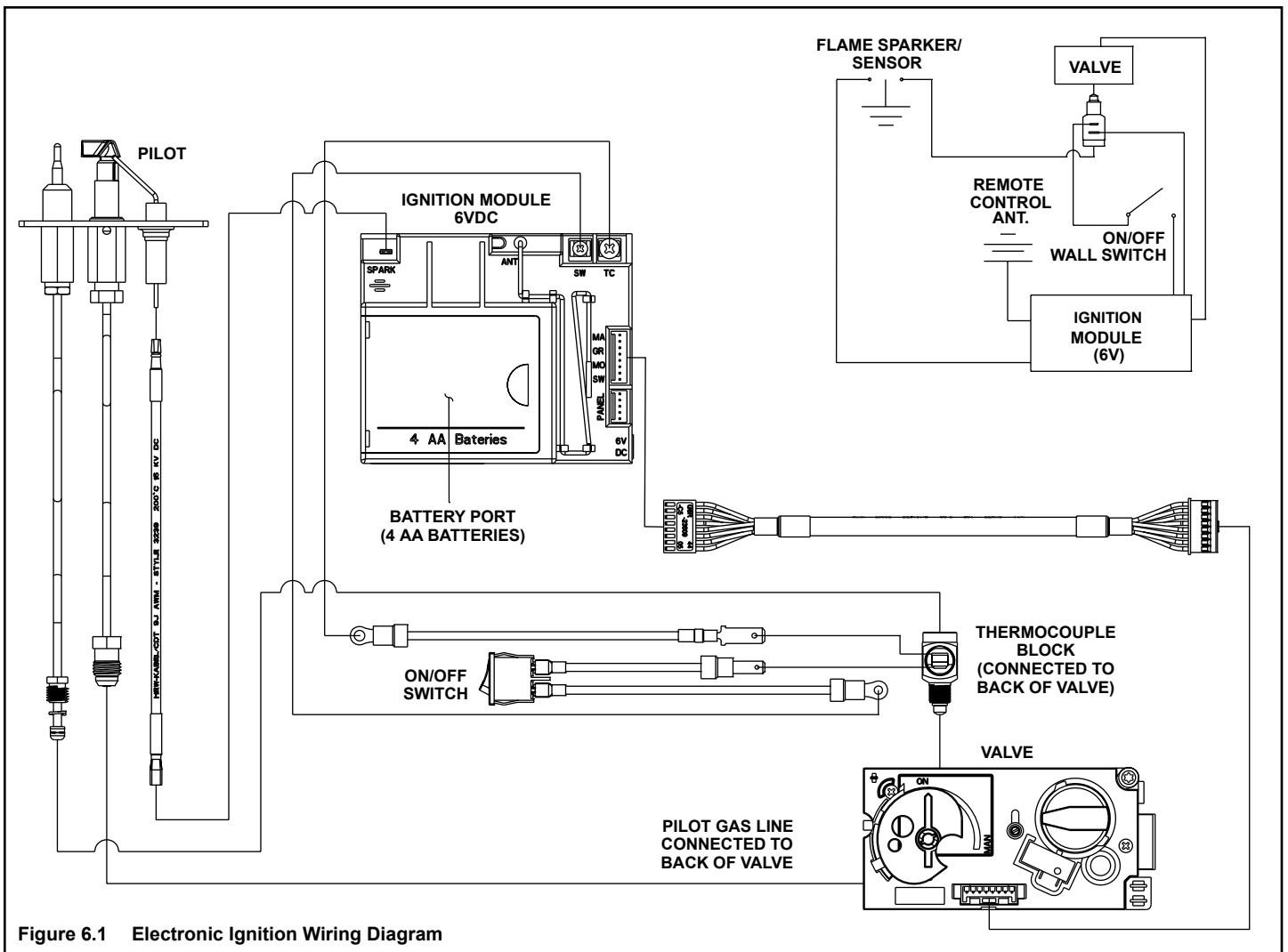


Figure 6.1 Electronic Ignition Wiring Diagram

7 Finishing

A. Mantel Projections

Figure 7.1 shows the minimum vertical dimension of fireplace mantels or other combustible projections above the top front edge of the fireplace.

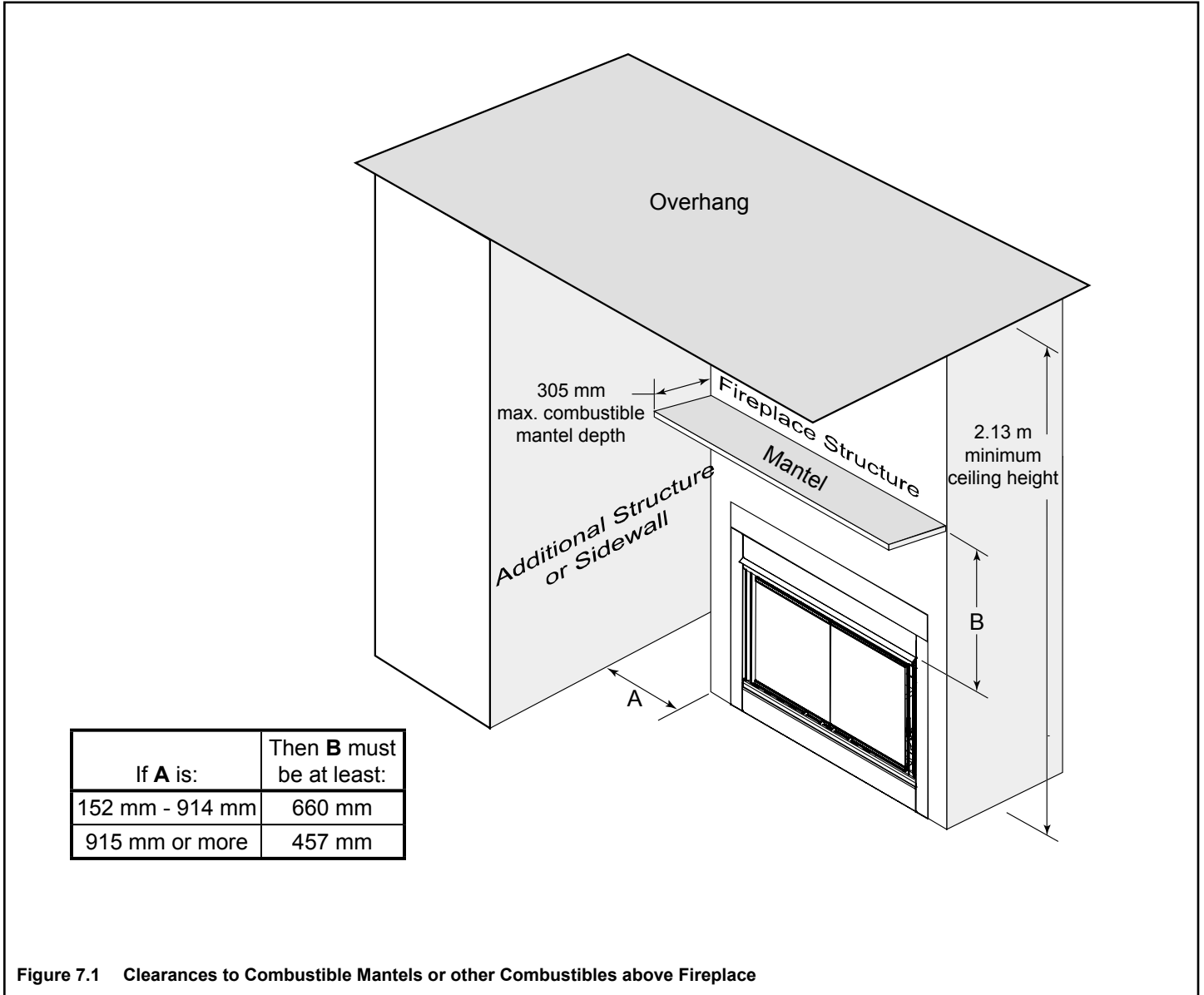



Figure 7.1 Clearances to Combustible Mantels or other Combustibles above Fireplace

B. Facing Material


 **WARNING**

Fire Risk
Do NOT obstruct air inlet or outlet grilles.
Do NOT modify grilles.

- Modifying or covering grilles could cause temperature rise and fire hazard.

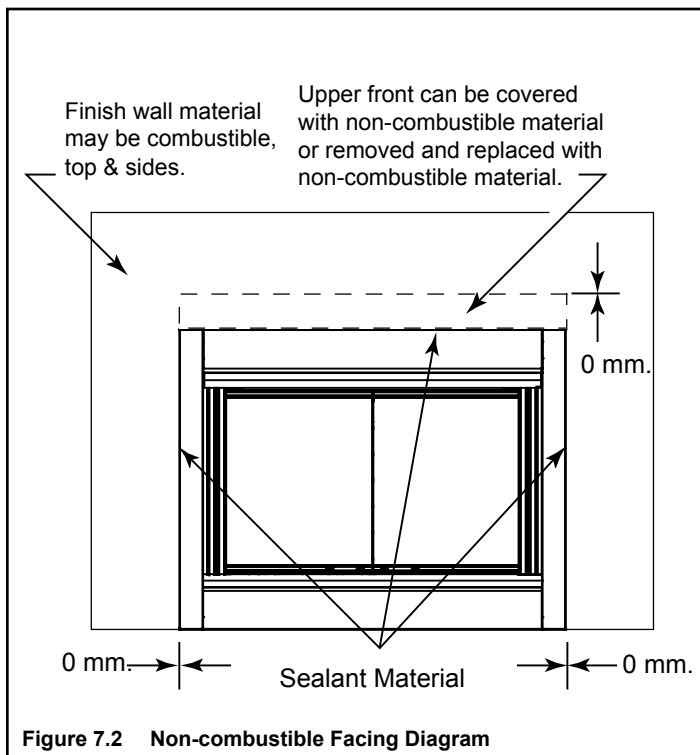
Finishing materials must not interfere with:

- Air flow through grilles or louvers.
- Operation of louvers or doors.
- Access for service.

 **WARNING**

Fire Risk
Finish all edges and fronts to clearances and specifications listed in manual.

- Metal fireplace front may be covered with non-combustible material only.
- Do NOT overlap combustible materials onto fireplace front.
- Install combustible materials up to specified clearances on top front and side edges.
- Seal joints between the finished wall and fireplace top and sides using only a 150° C minimum sealant.



8 Fireplace Setup

A. Clean the Fireplace

Clean/vacuum any materials that may have accumulated inside the firebox.

B. Grate Assembly Placement

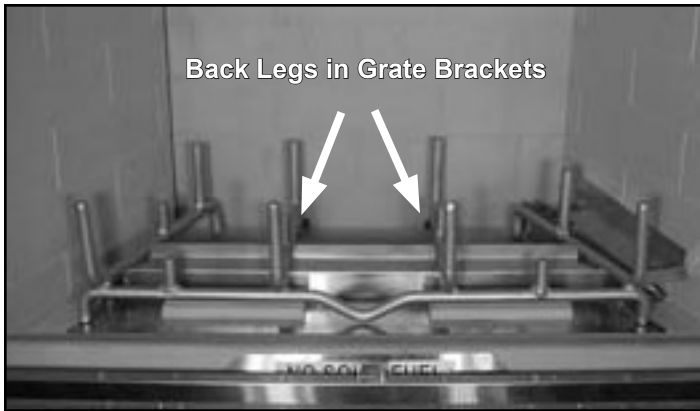


Figure 8.1 Back Legs in Grate Brackets (front view)

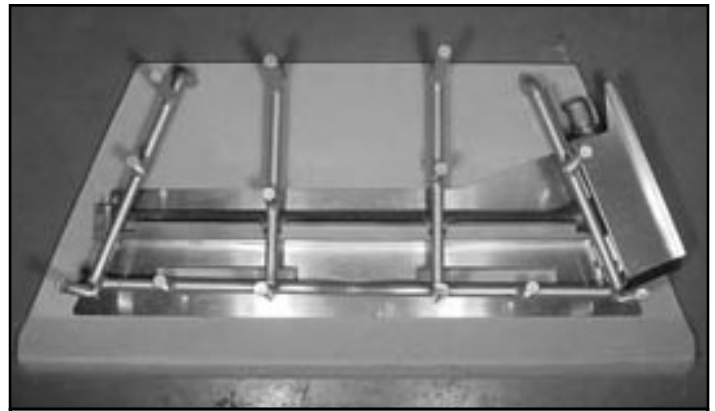


Figure 8.2 Top view

Ensure grate assembly is over burner assembly, centered from left to right, and back legs are in grate brackets.

C. Positioning the Logs

See Section 12.B. for log descriptions and illustrations.

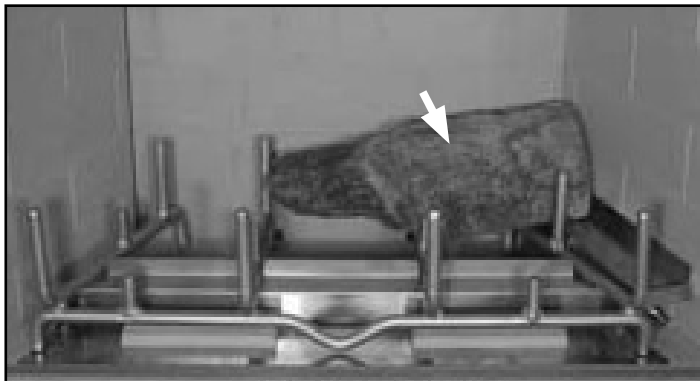


Figure 8.3 Right Rear Log (SRV720) (front view)



Figure 8.4 Top view

Place right rear log on the grate against the fireplace right side wall, so that its right end sits in the bracket opening.

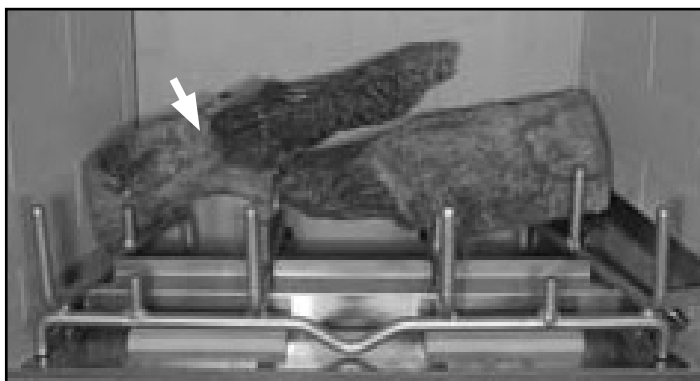


Figure 8.5 Left Rear Log (SRV728) (front view)

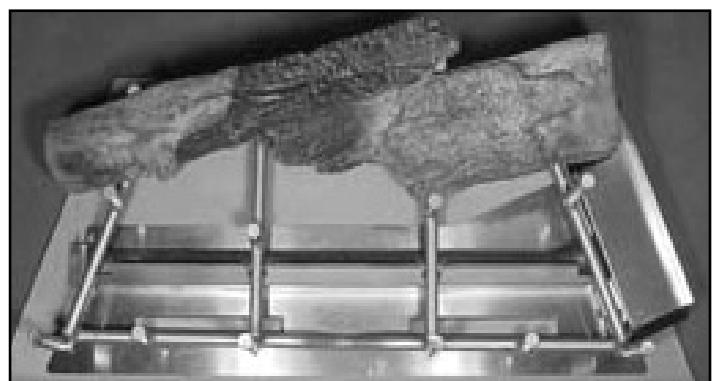


Figure 8.6 Top view

Place the left rear log on the grate against the left wall and rest it on the right rear log.

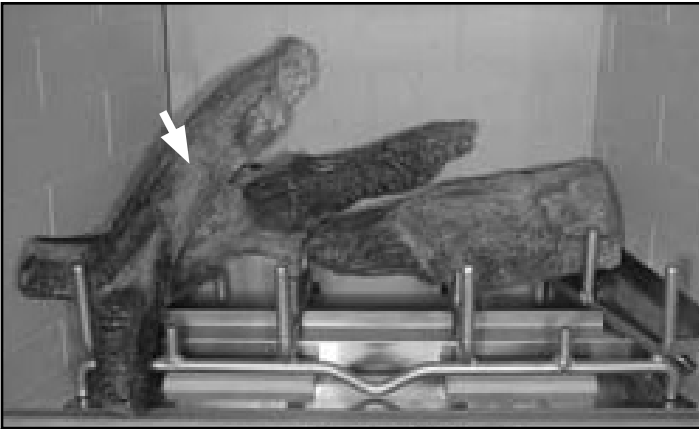


Figure 8.7 Left Side Log (SRV723) (front view)



Figure 8.8 Top view

Place the fork of log onto the left front bar and rest its back on left rear log.

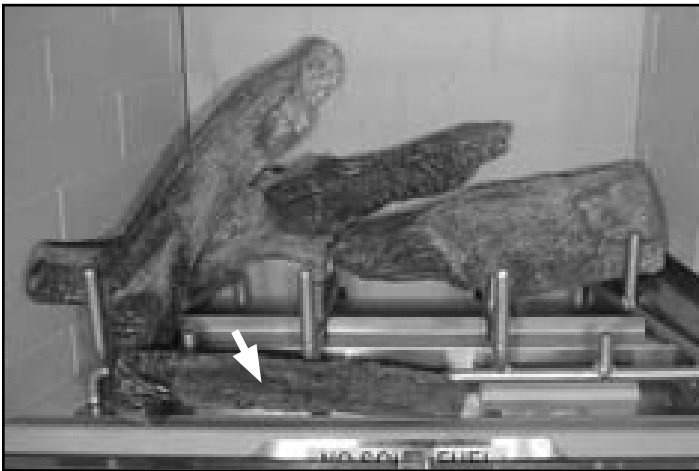


Figure 8.9 Front Log (SRV727) (front view)



Figure 8.10 Top view

Place front log in front of the main grate with its left end resting on left side log as shown.



Figure 8.11 Front Left Log (SRV722) (front view)



Figure 8.12 Top view

Place front left log between locating bars so it rests against left side log and on top of front log.



Figure 8.13 Front Right Log (SRV724) (front view)



Figure 8.14 Top view

Place right center log between the 4th and 5th vertical bars on the log grate, resting the back on right rear log.



Figure 8.15 Right Side Log (SRV740) (front view)



Figure 8.16 Top view

Place right side log against the rightmost front grate bar and rest its rear on right rear log, angled towards the corner as shown.



Figure 8.17 Right Front Corner Log (SRV742) (front view)

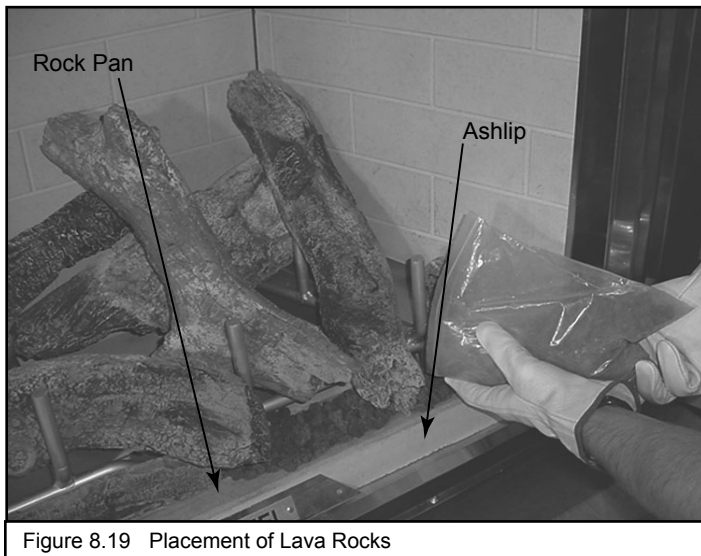


Figure 8.18 Top view

Place right front corner log between the right side wall and right side grate bar as shown.

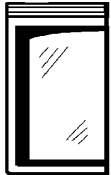
D. Placing Lava Rock

- After logs have been placed spread part of the lava rock (included) between the rock pan and ashlip (see Figure 8.19). Use of lava rock is optional.



E. Glass Assembly

WARNING



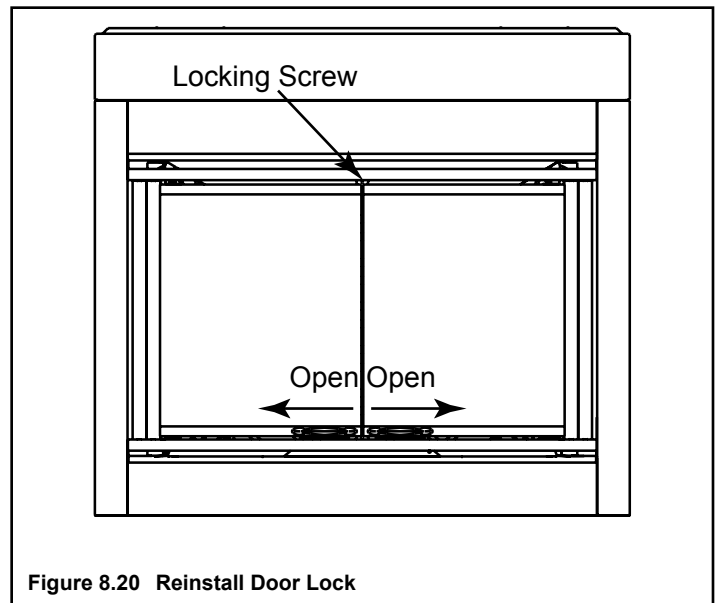
Handle glass with care.

- Inspect the glass for cracks, chips or scratches.
- Do NOT strike, slam or scratch glass.
- Do NOT operate fireplace with glass door removed, cracked, broken or scratched.
- Replace glass door assembly as a complete assembly.

- The glass doors are included with and pre-installed in the fireplace.
- To adjust doors (door lock screw must be removed, see Section 4.A. and Figure 8.20), open them and loosen screws on top and bottom pivot pins. Slide each door as necessary and tighten screws.
- To adjust handle, loosen screws to move handles as necessary and tighten screws.

F. Reinstall Door Lock

- When logs and lava rock have been installed, or if the glass assembly has been adjusted, reinstall the door lock by inserting the screw at the top of the door (see also, Section 4.A.). Tighten screw.

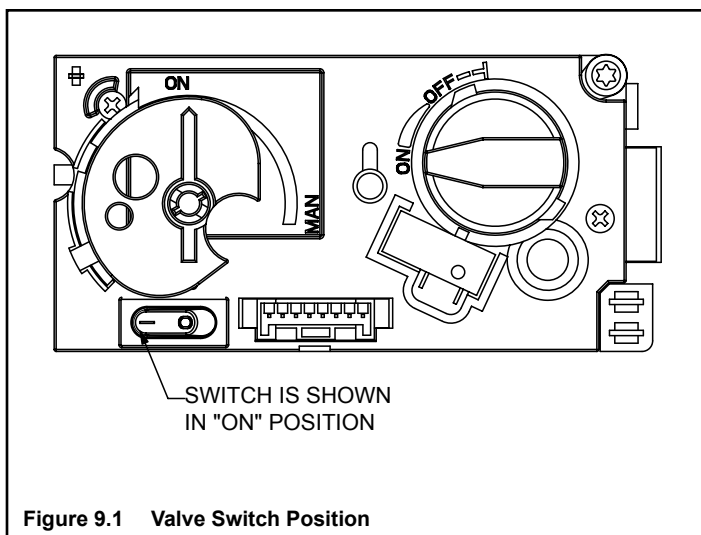


9 Operating Instructions

A. Before Lighting Fireplace

Before operating this fireplace, have a qualified technician:

- Remove all shipping materials from inside the firebox.
- Review proper placement of logs and lava rock.
- Check the wiring and batteries.
- Check the air shutter adjustment.
- Check the air shutter adjustment.
- Ensure that there are no gas leaks.
- Ensure that the flow of combustion and ventilation air is not obstructed (front grilles).
- Switch must be in position shown in Figure 9.1 in order for remote control to operate properly.



B. Operating Cautions

- DO NOT PLACE ARTICLES ON OR AGAINST THE APPLIANCE.
- DO NOT USE OR STORE FLAMMABLE MATERIALS NEAR THE APPLIANCE.
- DO NOT SPRAY AEROSOLS IN THE VICINITY OF THE APPLIANCE WHILE IT IS IN OPERATION.
- TO BE INSTALLED ONLY BY AN AUTHORIZED PERSON.
- THIS APPLIANCE SHALL NOT BE INSTALLED OR USED INDOORS.
- THE GUARD IS FITTED TO THIS APPLIANCE TO REDUCE THE RISK OF FIRE OR INJURY FROM BURNS, AND NO PART OF IT SHOULD BE REMOVED.
- Certain materials, when stored near the appliance, will be subjected to radiant heat and could be damaged.

⚠ WARNING

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this fireplace. For assistance or additional information consult a qualified installer, service agency or the gas supplier.

⚠ WARNING



Fire Risk
Burn Risk
HOT! DO NOT TOUCH.
SEVERE BURNS MAY RESULT.
CLOTHING IGNITION MAY RESULT

Glass and other surfaces are hot during operation and cool down.

- Supervise young children when they are in the area of the appliance.
- CAREFULLY SUPERVISE children in same room as fireplace.
- Alert children and adults to hazards of high temperatures.
- Do NOT operate with protective barriers open or removed.
- Clothing or other flammable materials should not be hung from the appliance, or placed on or near the appliance.

C. Lighting the Fireplace

Electronic Ignition

FOR YOUR SAFETY READ BEFORE LIGHTING

WARNING: If you do not follow these instructions exactly, a fire or explosion may result causing property damage, personal injury or loss of life.

- A.** This fireplace is equipped with an electronic pilot ignition device which automatically lights the burner. Do not try to light the burner by hand.
- B. BEFORE LIGHTING**, smell all around the fireplace area for gas. Be sure to smell next to the floor because some gas is heavier than air and will settle on the floor.
- WHAT TO DO IF YOU SMELL GAS**
- Do not try to light any appliance.
- Do not touch any electric switch; do not use any phone in your building.
 - Immediately call your gas supplier from a neighbor's phone. Follow the gas supplier's instructions.
 - If you cannot reach your gas supplier, call the fire department.
- C.** Do not use this fireplace if any part has been under water. Immediately call a qualified service technician to inspect the fireplace and to replace any part of the control system and any gas control which has been under water.

WARNING:

Improper installation, adjustment, alteration, service or maintenance can cause injury or property damage. Refer to the owner's information manual provided with this fireplace.

This fireplace needs fresh air for safe operation and must be installed so there are provisions for adequate combustion and ventilation air.

If not installed, operated, and maintained in accordance with the manufacturer's instructions, this product could expose you to substances in fuel or fuel combustion.

Keep burner and control compartment clean. See installation and operating instructions accompanying fireplace.

CAUTION:

Hot while in operation. Do not touch. Keep children, clothing, furniture, gasoline and other liquids having flammable vapors away.

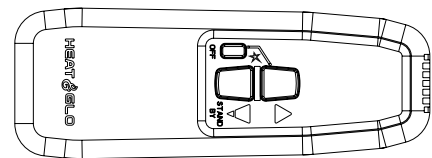
Do not operate the fireplace with panel(s) removed, cracked or broken. Replacement of the panel(s) should be done by a licensed or qualified service person.



NOT FOR USE WITH SOLID FUEL

For use with natural or propane gases.

LIGHTING INSTRUCTIONS

1. This fireplace is equipped with an ignition device which automatically lights the burner. Do not try to light the burner by hand.
2. Wait five (5) minutes to clear out any gas. Then smell for gas, including near the floor. If you smell gas, STOP! Follow "B" in the Safety Information located on the left side of this label. If you don't smell gas, go to next step.



3. To light the burner, simultaneously press the star  and up  arrow buttons on the remote control until a short acoustic signal confirms the start sequence has begun.
4. If the fireplace will not operate, check the batteries then follow the instructions "To Turn Off Gas to Fireplace" and call your service technician or gas supplier.

TO TURN OFF GAS TO FIREPLACE

1. Push the 'OFF' button on remote.
2. Remove batteries from receiver.

D. After the Fireplace is Lit

Initial Break-in Procedure

When you light the fireplace, you may notice that it produces heat which does have an associated odor or smell. If you feel this odor is excessive it may require the initial three to four hour continuous burn on high followed by a second burn up to 12 hours to fully drive off any odor from paint and lubricants used in the manufacturing process. Condensation of the glass is normal

CAUTION

- Prevent accidental fireplace operation when not attended.
- Remove batteries from remote switch if absent or if fireplace will not be used for an extended period of time.
- Property damage possible from elevated temperatures.



WARNING

Fire Risk

Keep combustible materials, gasoline and other flammable vapors and liquids clear of fireplace.

- Do NOT store flammable materials in the vicinity of the fireplace.
- Do NOT use gasoline, lantern fuel, kerosene, charcoal lighter fluid or similar liquids in this fireplace.

Combustible materials may ignite.

E. Frequently Asked Questions

Issue	Solution
Condensation on the glass	This is a result of gas combustion and temperature variations. As the fireplace warms, this condensation will disappear.
Blue flames	This is a result of normal operation and the flames will begin to yellow as the fireplace is allowed to burn for 20 to 40 minutes.
Odor from fireplace	When first operated, this fireplace may release an odor for the first several hours. This is caused by the curing of the paint and the burning off of any oils remaining from manufacturing.
Metallic noise	Noise is caused by metal expanding and contracting as it heats up and cools down, similar to the sound produced by a furnace or heating duct. This noise does not affect the operation or longevity of the fireplace.

10 Maintaining and Servicing the Fireplace

Although the frequency of fireplace servicing and maintenance will depend on use and the type of installation, a qualified service technician should perform an fireplace check-up annually.

Debris from any outside source and/or soot must be removed from the fireplace. Allow logs to cool, remove if necessary, vacuum and replace in accordance with instructions on pages 13-16. It is imperative that control compartments, burners, and circulating air passageways of the appliance be kept clean.

WARNING

Risk of injury or property damage

Before servicing:

- Turn off gas.
- Disable remote control.
- Ensure fireplace is completely cooled.
- Remove door lock screw.

After Servicing:

- Replace door lock screw.

WARNING



Annual inspection by qualified technician recommended.

Check:

- Condition of doors, surrounds and fronts.
- Condition of glass, glass assembly.
- Obstructions of combustion and ventilation air.
- Condition of logs.
- Condition of firebox.
- Burner ignition and operation.
- Burner air shutter adjustment.
- Gas connections and fittings.

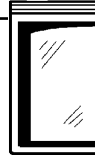
Clean:

- Glass.
- Air passageways, grilles, control compartment.
- Burner, burner ports.

Risk of:

- Fire
- Delayed ignition or explosion
- Exposure to combustion fumes
- Odors

CAUTION



Handle glass assembly with care.

Note: Clean glass after initial 3-4 hours operation. **Longer operation without cleaning glass may cause a permanent white film on glass.**

When cleaning glass door:

- Avoid striking, scratching or slamming doors.
- Do NOT use abrasive cleaners.
- Use a hard water deposit glass cleaner on white film.
- Do NOT clean glass when it is hot.
- Turn off fireplace after 3-4 hours of operation and ALLOW TO COOL.
- Remove and clean glass assembly.
- Replace glass assembly and operate fireplace for an additional 12 hours.

Refer to maintenance instructions.

A. Valve Access and Service

- The gas valve can be accessed behind the cement refractory panel on the right side of the fireplace.
- Remove door lock screw. Lift doors out and set aside. There is a washer under each door. Be careful not to lose the washers.

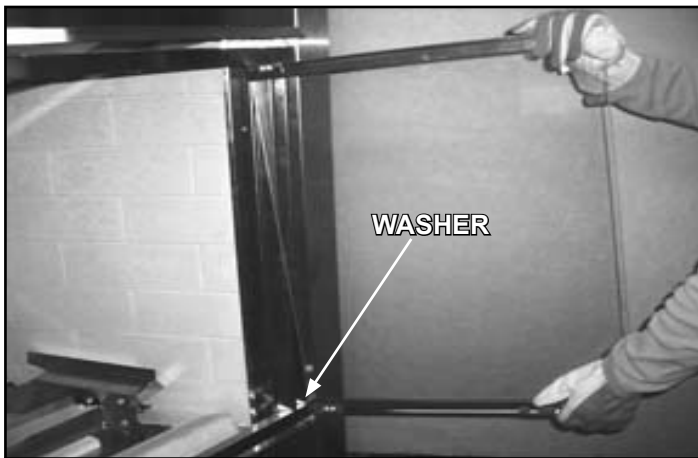


Figure 10.1 Lift Out Doors

- Remove logs if access is necessary after installation is complete. See Section 8.C. Remove logs in reverse order of set up.
- Remove grate if access is necessary after installation is complete. (Refer to Section 8.B.)
- Remove two screws on side of pilot shield and remove shield.



Figure 10.2 Remove Pilot Shield

- Use a phillips screwdriver to remove the two screws securing the refractory retaining strip. Remove the refractory side panel and set aside.



Figure 10.3 Loosen Refractory Retaining Strip

- Remove the inside valve access panel by lifting it up and out.

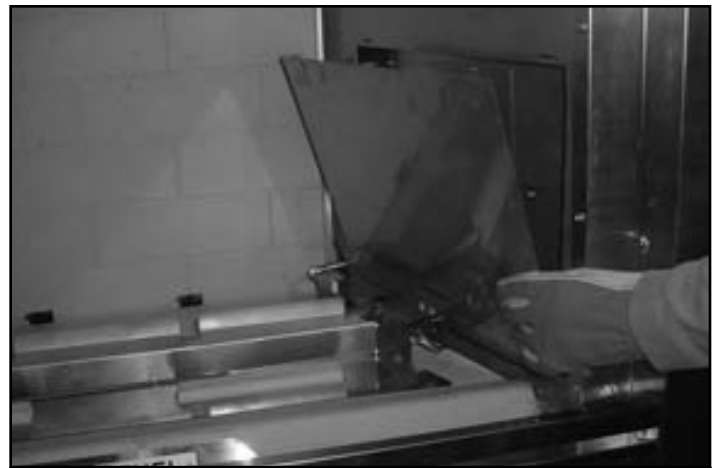


Figure 10.4 Remove Valve Access Panel

- Use a phillips screwdriver to remove the exterior valve access panel (remove four screws).

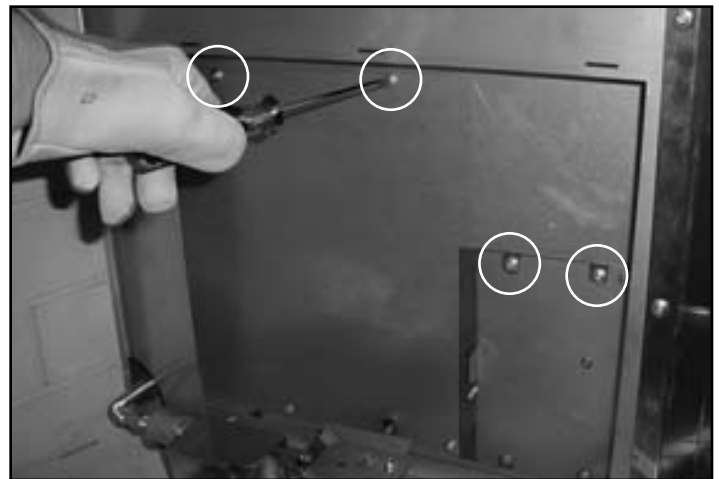


Figure 10.5 Remove Exterior Valve Access Panel

- Loosen lower pressure tap screw before attaching manometer. Start up the fireplace to verify the pressure and adjust as necessary. Reverse these steps to reassemble before log positioning.

Note: Pressure tap screws must be re-tightened.

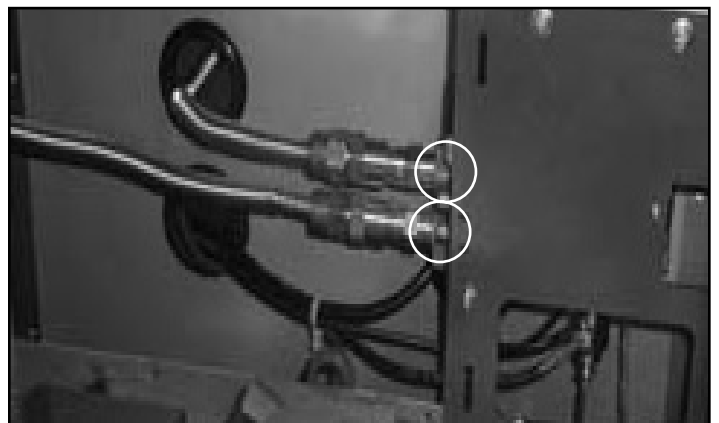


Figure 10.6 Connect Manometer

B. Battery Replacement

- Remove switch cover plate from the control box.
- Slide access panel.

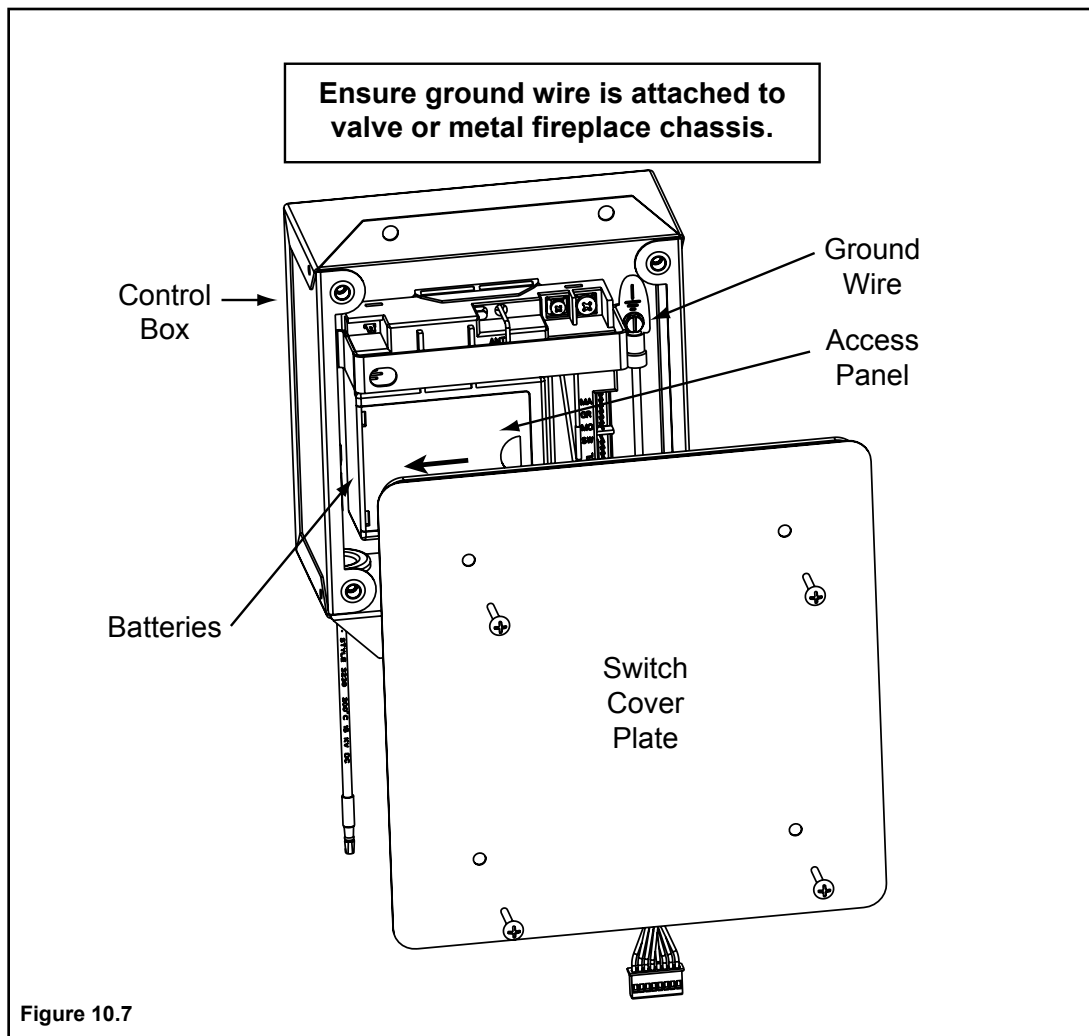


Figure 10.7

- Replace four AA batteries.
- Replace access panel and switch cover plate.

C. Maintenance and Service Tasks:

Inspect	Maintenance Tasks
Doors, surrounds and fronts	1 Inspect for scratches and nicks that can lead to breakage when exposed to heat.
	2 Verify no obstructions to airflow through the louvers.
	3 Verify proper clearance to combustible household objects is maintained.
Glass assembly and glass	1 Inspect glass panels for scratches and nicks that can lead to breakage when exposed to heat.
	2 Confirm there is no damage to glass or glass frame. Replace as necessary.
	3 Verify that latches engage properly, clip studs are not stripped, and glass attachment components are intact and operating properly. Replace as necessary.
	4 Clean glass using a nonabrasive cleaner such as Brasso®. Replace glass assembly if severely coated with silicate deposits that cannot be removed.
Valve compartment	1 Vacuum and wipe out dust, cobwebs and debris. Use caution when cleaning these areas. Screw tips that have penetrated the sheet metal are sharp and should be avoided.
	2 Remove any foreign objects.
	3 Verify unobstructed air circulation.
Logs	1 Inspect for broken, damaged or missing logs. Replace as necessary.
	2 Verify correct log placement and no flame impingement causing sooting. Correct as necessary.
Burner ignition and operation	1 Verify burner is properly secured and aligned with pilot or igniter.
	2 Clean off burner top, inspect for plugged ports, corrosion or deterioration. Replace burner if necessary.
	3 Check for smooth lighting and ignition carryover to all ports. Verify there is no ignition delay.
	4 Inspect for lifting or other flame problems.
	5 Verify air shutter is clear of dust and debris.
	6 Inspect orifice for soot, dirt or corrosion.
	7 Verify manifold and inlet pressures. Adjust regulator as required.
	8 Inspect pilot flame strength. Clean or replace orifice as necessary.
	9 Verify millivolt output. Replace as necessary.
Remote controls	1 Verify operation of remote.
	2 Replace battery in remote transmitters and batteries powering receivers.
	3 If fireplace will not be used for a long period of time, verify batteries have been removed.

11 Troubleshooting

With proper installation, operation and maintenance your gas fireplace will provide years of trouble-free service. If you do experience a problem, this troubleshooting guide will assist a qualified service person in the diagnosis of a problem and the corrective action to be taken. This troubleshooting guide can only be used by a qualified service technician.

A. Electronic Ignition System

Symptom		Possible Causes		Corrective Actions
1.	No transmission, motor does not turn.	A.	Receiver must learn new code.	Press and hold the receiver's reset button until you hear 2 acoustic signals. After the second longer acoustic signal, release the reset button and within the subsequent 20 seconds, press the down arrow on the remote handset until you hear an additional long acoustic signal confirming the new code is set.
2.	No ignition. No tone.	A.	Receiver	Replace receiver and reprogram code.
3.	No ignition; one 5 seconds continuous tone (7 shorts beeps might be heard prior to the 5 seconds tone).	A.	ON/OFF switch is in OFF position.	Push switch to ON position.
		B.	Loose wire.	Secure wire.
		C.	Receiver.	Replace receiver and reprogram.
		D.	Bent pins on 8 wire connector.	Straighten pins on 8 wire connector.
		E.	Valve.	Replace valve.
4.	No pilot flame and control continues to spark.	A.	Air in the pilot supply line.	Purge the line or start ignition several times.
		B.	Thermocouple circuit wired incorrectly.	Check polarity of the thermocouple wires.
		C.	No spark at pilot burner.	Check spark gap, check wiring connection. Check for spark in location along cable.
		D.	Valve.	Replace valve. Do not over tighten.
		E.	Over tightened thermocouple interrupter.	Replace valve and thermocouple interrupter.
		F.	Receiver.	Replace receiver and reprogram code.
5.	Pilot is lit and control continues to spark. Valve shuts off after 10...30 seconds. Valve operates manually.	A.	Receiver.	Replace receiver and reprogram code.
6.	Pilot is lit, sparking stops if a flame is present. Valve shuts off after 10...60 seconds. Valve does not work manually.	A.	Thermocouple.	Replace thermocouple.
		B.	Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary.
		C.	Valve.	Replace valve. Do not overtighten the thermocouple interrupter.
7.	3 short beeps while the motor turns.	A.	Batteries are low.	Replace batteries - quality alkaline recommended. WARNING: Creating an electrical short between the batteries/battery box and metal parts of the appliance may render the receiver inoperable.
8.	Pilot flame lights but there is no main gas flow.	A.	Manual override knob (if equipped) is in MAN position.	Turn Manual override knob to ON position.
		B.	Valve turned down to pilot flow.	Turn flame to high fire by pressing up button on remote handset.
		C.	Low inlet pressure to valve.	Confirm sufficient inlet pressure to the valve. Adjust or replace inlet regulator if necessary.
		D.	Valve.	Replace valve.
9.	Pilot sparks, but pilot will not light.	A.	Correct gas supply.	Verify that incoming gas line ball valve is "open". Verify that inlet pressure reading is within acceptable limits, inlet pressure must not exceed 50 mbar.
		B.	Ignitor gap is too large.	Verify that spark gap from ignitor to pilot hood is .43 cm.
		C.	Module is not grounded.	Verify control box is securely grounded to metal chassis of fireplace.

12 Reference Materials

A. Fireplace Dimension Diagram

Dimensions are actual fireplace dimensions. Use for reference only. For framing dimensions and clearances refer to Section 3.

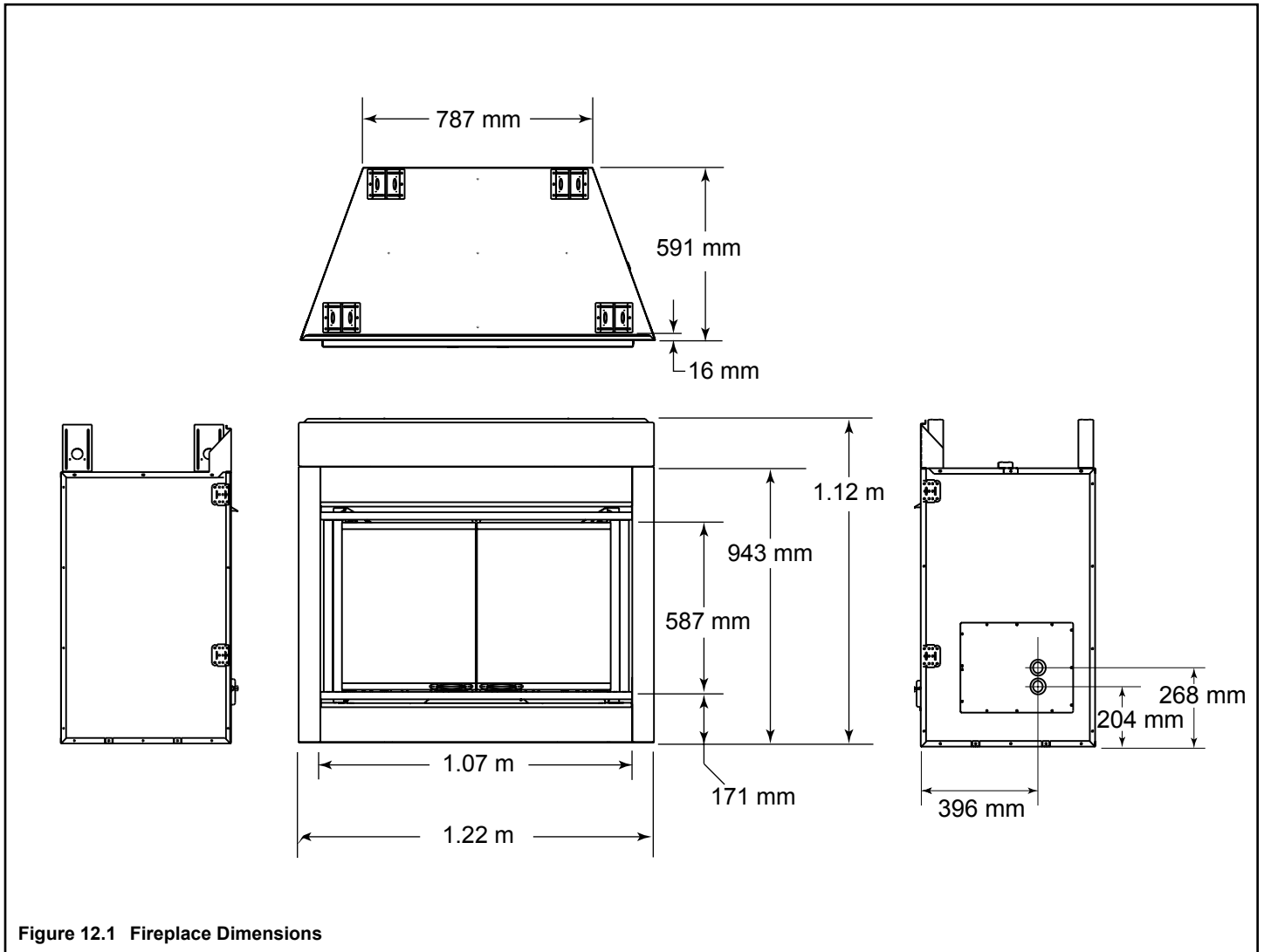


Figure 12.1 Fireplace Dimensions

B. Service Parts List



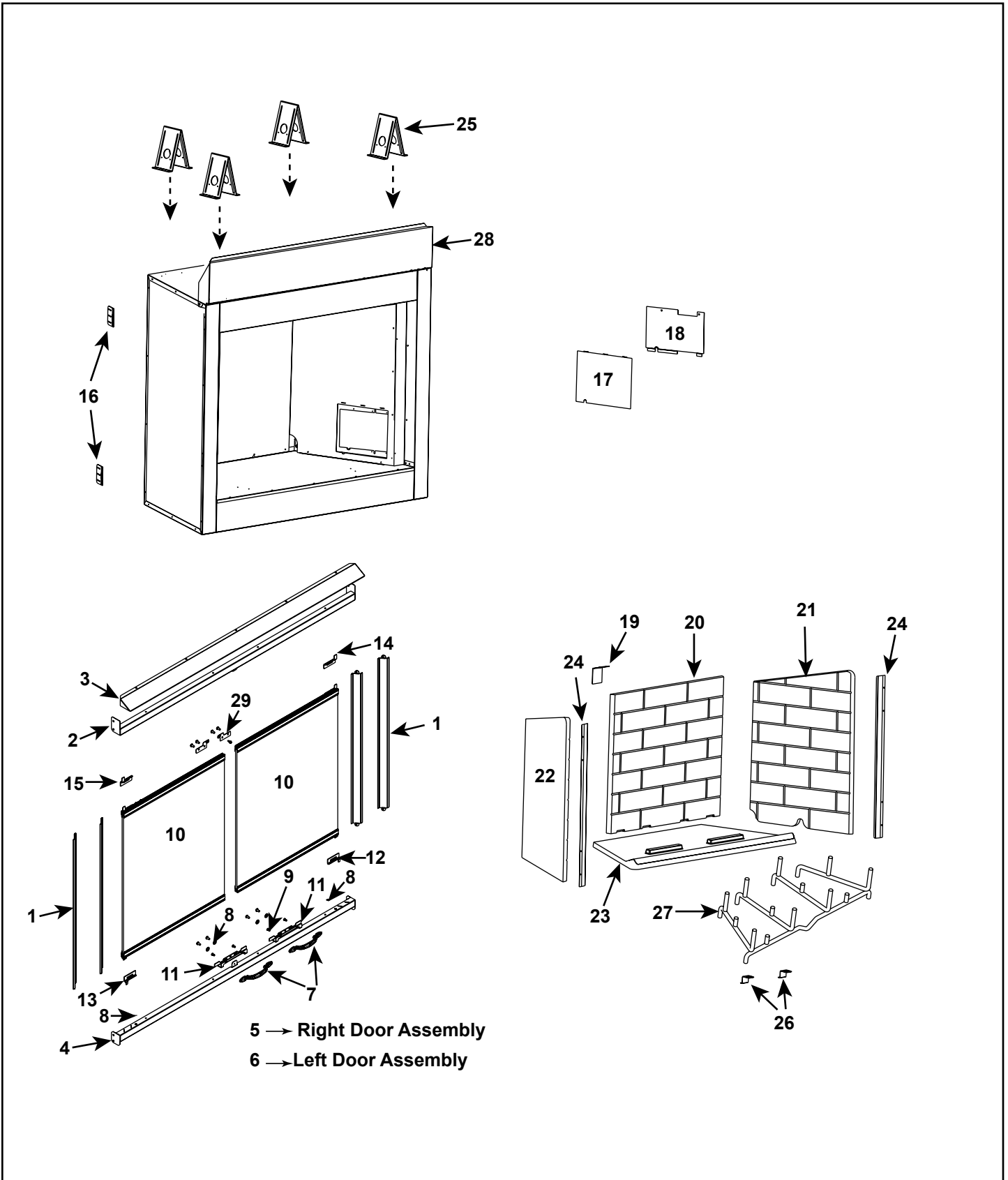
Service Parts

Service Parts Diagram
Outdoor Gas Fireplace

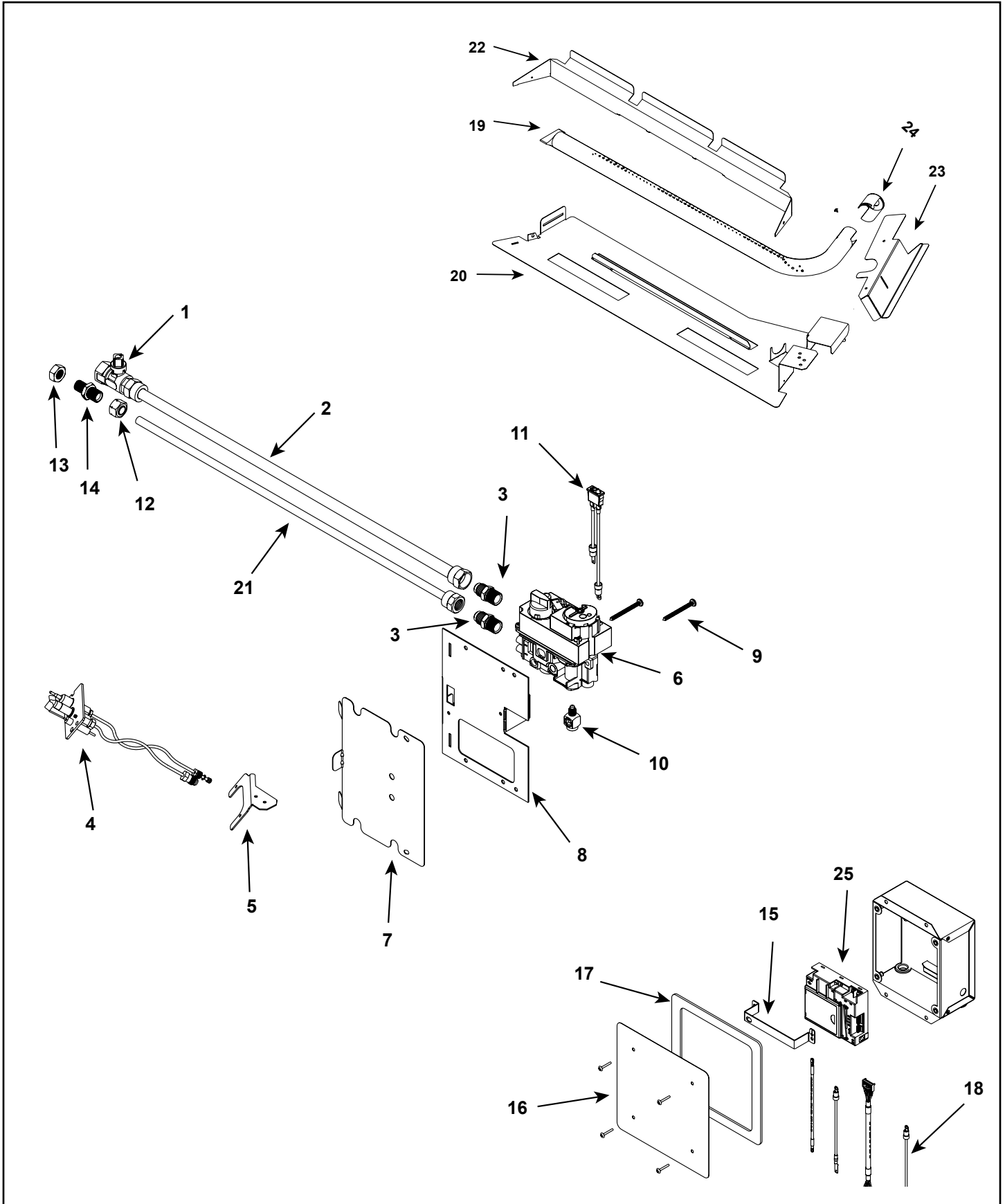
DAKOTA-AU SERIES

Beginning Manufacturing Date: June 2007

Ending Manufacturing Date: Active



#	Description of Part	DAKOTA-AU	DAKOTA LP-AU	Qty. req.
1	Door Grille Bar	4036-177	4036-177	4
2	Top Door Support Assembly	4036-082	4036-082	1
3	Gas Hood	4036-225	4036-225	1
4	Bottom Door Support Assembly	4036-083	4036-083	1
5	Right Glass Door Assembly	4036-065	4036-065	1
6	Left Glass Door Assembly	4036-066	4036-066	1
7	Door Handle	4021-350	4021-350	1
8	Nylon Washer	34362	34362	2
9	#8 32x3/8 PH Flat Counter Sink	4021-345	4021-345	2
10	Glass Panel Assembly	4036-020	4036-020	1
11	Handle Bracket	4036-178	4036-178	1
12	Right Bottom Pivot Pin	4036-115	4036-115	1
13	Left Bottom Pivot Pin	4036-116	4036-116	1
14	Right Top Pivot Pin	4036-118	4036-118	1
15	Left Top Pivot Pin	4036-119	4036-119	1
16	Nailing Flange	31190	31190	4
17	Inner Shell Access Panel	4036-137	4036-137	1
18	Intermediate Shell Access Panel	2097-139	2097-139	1
19	Back Refractory Bracket	4036-121	4036-121	1
20	Back Refractory	28394	28394	1
21	Right Side Refractory	4036-145	4036-145	1
22	Left Side Refractory	4036-146	4036-146	1
23	Hearth Refractory	4036-740	4036-740	1
24	Side Refractory Cover	4036-133	4036-133	2
25	Top Standoffs	11864i	11864i	4
	Lava Rock	4021-296	4021-296	1
26	Grate Retainer Clip	28062	28062	2
27	Grate	4036-067	4036-067	1
28	Upper Front	4036-197	4036-197	1
29	Door Lock	4036-226	4036-226	2
	Remote Control	REM-OUT-CE	REM-OUT-CE	1
	Installation Instructions/Owner's Manual	4036-914	4036-914	1



#	Description of Part	DAKOTA-AU	DAKOTA LP-AU	Qty. req.
1	ON/OFF Gas Valve	15697	15697	1
2	Flex Assembly	2098-022	2098-022	1
3	BSP Male Connector	2098-315	2098-315	2
4	Pilot Assembly	2098-052	2098-053	1
5	Pilot Bracket	2097-119	2097-119	1
6	Valve	2098-132	2098-133	1
7	Valve Cover Plate	2097-137	2097-137	1
8	Valve Bracket	2097-138	2097-138	1
9	Screw	4021-394	4021-394	2
10	Thermocouple Block	2098-146	2098-146	1
11	Switch Assembly	2097-145	2097-145	1
12	Compression Nut	32553	32553	1
13	Jam Nut	32563	32563	1
14	#25 B-Style Orifice	4021-134		1
14	Orifice		32562	1
15	Clamping Bracket	2097-132	2097-132	1
16	Control Box Cover Plate	2097-133	2097-133	1
17	Control Box Gasket	4021-387	4021-387	1
18	Ground Wire	4021-399	4021-399	1
19	Burner Tube	4036-187	4036-188	1
20	Burner Tube Bracket	4036-189	4036-189	1
21	Burner Supply Flex Line	4021-418	4021-418	1
22	Rock Retainer	4036-190	4036-190	1
23	Pilot Shield	4036-248	4036-248	1
24	Air Shutter	4036-194	4036-194	1
25	Module	2097-142	2097-142	1



SRV720



SRV727



SRV722



SRV723



SRV724



SRV728



SRV740



SRV742

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For Service or Replacement Parts Contact:

Melbourne

Jetmaster
444 Swan Street
Richmond 3121
(03) 9429-5573

Perth

Fireplace Corner
277 Lord Street
East Perth 6000
(08) 9228-2600

Sydney

Jetmaster
10 Martin Avenue
Arncliffe 2205
(02) 9597-7222

C. Warranty

HEAT & GLO LIFESTYLE COLLECTION LIMITED 10 YEAR WARRANTY

HEAT & GLO
LifeStyleCollection

In order to presumptively establish the dates to which your HEAT & GLO Limited Warranty runs, you must mail the completed warranty card to HEAT & GLO, 20802 Kensington Boulevard, Lakeville, MN 55044, USA, within 60 days of the date of the fireplace installation. If you fail to do so, you may be required to prove the date of installation before warranty work can be performed.

The warranty exclusions and limitations of liability are effective upon installation of the fireplace.

Subject to the conditions set forth herein, HEAT & GLO, a brand of Hearth & Home Technologies, Inc. ("HEAT & GLO") extends the following warranty with respect to HEAT & GLO.

If HEAT & GLO is reasonably satisfied that any part or portion of the fireplace covered by this Limited Warranty is defective in material or workmanship under normal use and service as described in the User's Manual, HEAT & GLO will take the following actions:

1. If the defect is reported during the first year from the date of installation (stainless steel burners and fiber logs are covered for 3 years), HEAT & GLO will replace or repair the defective components at its sole expense. The decision whether to replace a component shall be made at HEAT & GLO's sole discretion. This Limited Warranty does not cover components broken during shipping, misuse or careless handling. HEAT & GLO shall not be responsible for any indirect, incidental, or consequential damages or for any costs other than those incurred by HEAT & GLO to repair or replace the defective component. If components (including venting) other than factory approved components are used, all warranty and liability on the fireplace is voided. **Defects reported after the first year will not be covered by warranty unless they fall within the purview of paragraph 2 or 3 below.**
2. If the following defects are reported during the second year after the date of installation, HEAT & GLO will supply replacement parts at the current wholesale price: defective electrical or manual components, optional components or accessories, and glass panels (not including glass panels broken during misuse or careless handling). HEAT & GLO shall not be responsible for any labor, transportation or other costs. Furthermore, it shall not be liable for any indirect, incidental or consequential damages.
3. HEAT & GLO will replace or repair a defective firebox or heat exchanger, at any time during the 10 years from the date of installation. The decision whether to replace the defective component shall be made at HEAT & GLO's sole discretion. HEAT & GLO shall not be responsible for any indirect, incidental or consequential damages or for any costs other than those incurred by HEAT & GLO to repair or replace the defective component.

This Limited Warranty is the exclusive remedy available to you. If HEAT & GLO cannot effectively resolve a warranty problem in an expedient and cost-effective manner, it can discharge its entire warranty liability by refunding the price of the product to you.

Products made by other manufacturers, whether sold with the fireplace or added thereafter, are NOT covered by this Limited Warranty. The use of other unauthorized components will make this warranty null and void. This Limited Warranty will also be void if the appliance is not installed by a qualified installer in accordance with the Installation Instructions. Furthermore, the Limited Warranty will be void if the fireplace is not operated, at all times, according to the User's Manual furnished with the fireplace. Any service work must be performed by authorized service representatives.

EXCEPT TO THE EXTENT PROVIDED BY LAW, NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THE FIREPLACE PRODUCT. In States that do not allow limitations on how long an implied warranty lasts, or do not allow exclusion of indirect damages, those limitations or exclusions may not apply to you. You may also have additional rights not covered in this Limited Warranty.

HEAT & GLO reserves the right to make changes at any time, without notice, in design, material, specifications and prices. It also reserves the right to discontinue styles and products.

Please complete this information and retain this warranty in a safe place for future reference:

Installation Date: _____ Model # _____ Serial # _____ Installing Contractor: _____


D. Contact Information



Please contact your Heat & Glo LifeStyle Collection dealer with any questions or concerns.

For the number of your nearest Heat & Glo LifeStyle Collection dealer, please refer to page 34 of this manual or visit www.heatnglo-lifestyle.com.

- NOTES -

CAUTION		
	<ul style="list-style-type: none">• Important operating and maintenance instructions included.	<ul style="list-style-type: none">• Read, understand and follow these instructions for safe installation and operation.• Leave this manual with party responsible for use and operation.

